

# AUTHORIZATION FOR RELEASE OF MEDICAL RECORDS

\_\_\_\_\_ *on behalf of* \_\_\_\_\_  
 Person Authorizing Release Patient  
 hereby authorize \_\_\_\_\_  
 Health Plan

**to release to the Department of Managed Health Care (Department) the medical record(s) in the custody and/or control of the Health Plan, including applicable mental health records, concerning care provided to the patient relating to the Complaint filed with the Department.**

**This authorization for release of information may be revoked or withdrawn at any time and revocation or withdrawal will apply to all information not previously released to the Department. This authorization will expire one year following the date indicated below and the expiration will apply to all information not previously released to the Department. Your medical records will only be obtained if it is determined to be necessary in order to complete a review of your Complaint. This information will be kept confidential.**

**THIS MEDICAL AUTHORIZATION IS NOT MANDATORY. HOWEVER, FAILURE TO SIGN THIS RELEASE MAY PREVENT FURTHER ASSISTANCE ON YOUR COMPLAINT.**

**Signature of Complainant**

Date \_\_\_\_\_

**Signature of Patient, if adult**

Date \_\_\_\_\_

**If completing on behalf of another adult, a signature is required from that individual. If you have Power of Attorney on behalf of another individual, please provide us with a copy of the legal document.**

**Please sign the Complaint Form and the Authorization for Release of Medical Records. Attach photocopies of all relevant documents and records, as originals cannot be returned.**

**Fax these documents to: (916) 229-0465 or**

**Mail to:** Department of Managed Health Care  
California HMO Help Center  
980 Ninth Street, Suite 500  
Sacramento, CA 95811



Gray Davis, Governor  
State of California  
Business, Transportation and Housing Agency

980 Ninth Street, Suite 500  
Sacramento, CA 95814  
888-HMO-2219 voice  
916-229-0465 fax  
hmohelp@dmhc.ca.gov e-mail

**NOTICE REQUIRED BY  
THE INFORMATION PRACTICES ACT OF 1977  
(California Civil Code Section 1798.17)**

- a) The HMO Help Center of the Department of Managed Health Care of the State of California requests the information solicited by the forms attached to this Notice.
- b) The Chief Administrative Officer, 980 9th Street, Sacramento, CA 95814-2725, telephone number (916) 327-7659, is responsible for the system of records and shall, upon request, inform individuals regarding the location of the Department of Managed Health Care's records and the categories of persons who use the information in the Department of Managed Health Care's records.
- c) The Department of Managed Health Care's records are maintained pursuant to one or more of the following statutes: Health and Safety Code Sections 1344, 1351, 1351.1, 1352, 1353, 1368(b), 1368.02 and 1384.
- d) The submission of all items of information is voluntary.
- e) Failure to provide all or any part of the information requested by the attached form may preclude the HMO Help Center of the Department of Managed Health Care from reviewing your complaint.
- f) The principal purposes within the Department of Managed Health Care for which the information is to be used is as part of the process to determine: (1) whether a license, qualification, registration or other authority should be granted, denied, revoked or limited in any way; (2) whether business entities or individuals licensed or regulated by the Department of Managed Health Care are conducting themselves in accordance with the applicable laws; and/or (3) whether laws administered by the Department of Managed Health Care are being or have been violated and whether administrative action, civil action, or referral to appropriate federal, state or local law enforcement or regulatory agencies is appropriate.
- g) Any known or foreseeable disclosures of the information pursuant to subdivision (e) or (f) of Civil Code Section 1798.24 may include transfers to other federal, state, or local law enforcement or regulatory agencies.
- h) Subject to certain exceptions or exemptions, the Information Practices Act grants an individual a right of access to personal information concerning the requesting individual, which is maintained by the Department of Managed Health Care. However, Government Code Section 6254 provides that records of complaints to or investigations conducted by the Department of Managed Health Care are exempt from disclosure except as required by law.

Additionally, Evidence Code Section 1040 provides a privilege against disclosure of official information where a court determines that the necessity for confidentiality outweighs the public interest in disclosure.